

# DMHMRSAS Office of Mental Retardation Services

## Staff Training Requirements *for* the MR & Day Support Waivers

There are three methods of fulfilling **staff training requirements** for providers of Mental Retardation and Day Support Medicaid Waivers' Residential, Personal Assistance, Day Support and Prevocational services.

### 1. The MR Staff Orientation Workbook (November 2002 revised edition)

This workbook consists of six chapters of introductory materials on:

- Values that Support Life in the Community
- An Introduction to Mental Retardation
- The Nuts and Bolts of the MR Waiver
- Communication
- Positive Behavioral Support
- Health and Safety.

It also includes practical suggestions for direct support staff designed to help them discern their role and responsibilities as a provider of support to persons with mental retardation. Each chapter is designed to facilitate thoughtful discussion between direct support staff and supervisor. Because of this, the content should be presented by a designated supervisor in either 1: 1 or small group sessions and followed by the testing of direct support staff using the accompanying exam. If a staff member experiences difficulty with one or more sections of the test, the information should be re-presented and that section of the exam may be subsequently retaken.

### 2. On-line MR Staff Orientation Training

The content of the MR Staff Orientation Workbook and accompanying test has been transferred to an on-line delivery method by Service Source, a Northern Virginia-based agency. The Staff Orientation content is read by the direct support staff person on the computer monitor, followed by the on-line completion of the test for each chapter. Similar to the Staff Orientation Workbook, the on- line test must be passed with a total score 56 or more correct in order to receive the certificate of completion from Service Source. The per-person cost for course completion is \$25. The course is estimated to take about two hours.

Supervisors are responsible for personally reviewing the on-line MR Staff Orientation training themselves to ensure their familiarity with the information and their own ability to guide staff and answer questions.

New users can go to the following site:

[www.sealund.com/ss/](http://www.sealund.com/ss/)

- Click the Next button or the link on the bottom of the page to access the login page.
- Click the "Create a new user" link to create a new login.

All DMHMRSAS-licensed agencies are listed in a drop-down box on the site, plus there is a feature that will allow others to request to be included.

For more information, contact Bruce Patterson at 703-461-6140 or [bpatterson@ourpeoplework.org](mailto:bpatterson@ourpeoplework.org).

### 3. The College of Direct Support

Completion of the state-of-the-art, web-based College of Direct Support curriculum has for some time now been another method of fulfilling the staff training requirement. Following are the 19 lessons that may be used in place of the MR Staff Orientation Workbook. Completion of **these 19 lessons alone** and passage of their accompanying tests will meet the staff training requirement.

Supervisors are responsible for personally reviewing these College of Direct Support lessons themselves to ensure their familiarity with the information and their own ability to guide staff and answer questions.

Course: *Introduction to Developmental Disabilities*

Lesson 2: The Language and Ideas of Best Practices

Lesson 3: Terminology and Classification in Developmental Disabilities Lesson 4: The Causes of Developmental Disabilities

Lesson 5: Services for People with Developmental Disabilities

Course: *Community Inclusion*

Lesson 1: The DSP Role in Community Inclusion

Lesson 2: Matching Community Resources with Individual Interests Lesson 3: Community Bridge-Building and Networking Lesson 4: Natural Supports

Course: *Person-Centered Planning and Supports* Lesson 4: Bringing Person-Centered Plans to Life

Course: *You've Got a Friend: A Course on Relationships* Lesson 4: Supporting Family Networks

Course: *Supporting Healthy Lives Lesson 1: Living a Healthy Life*

Lesson 5: Recognizing Signs and Symptoms of Illness

Course: *Positive Behavior Support*

Lesson 1: Understanding Behavior

Lesson 2: Functions and Causes of Behavior

Lesson 3: Understanding Positive Approaches

Lesson 4: Preventing Challenging Behavior

Lesson 5: Responding to Challenging Behavior Lesson 6: Behavior Support Plans  
Lesson 7: Rules, Regulations, Policies and Rights

Course: *Individual Rights and Choice* Lesson 1: Overview of Rights  
Lesson 2: Identifying Restrictions of Rights

Providers are encouraged to support staff in completion of the other lessons in these modules, as well as the other modules, as time permits. Staff may receive college credit through the University of Minnesota or Old Dominion University for completion of the whole curriculum (79 lessons).

There are two ways to participate in the College of Direct Support:

1. The provider is their own "administrator" in which case the provider pays an annual administrator's fee of \$2,800, plus a content fee based on the number of individuals supported by that agency (not number of staff trained); or
2. The provider participates through another larger agency (such as a CSB or state hospital/training center) that has already signed on as an "administrator." In this case, the cost is \$320/person trained.

In either case, staff would have access to the entire College of Direct Support training curriculum.

For more information on participating in the College of Direct Support, visit the following websites:

- [www.dmhmrzas.virginia.gov/wdi/](http://www.dmhmrzas.virginia.gov/wdi/) or
- [www.collegeofdirectsupport.com](http://www.collegeofdirectsupport.com)

or contact India Sue Ridout, DMHMRSAS's Workforce Planning & Development Manager, at 804-786-4089 or [India.Ridout@co.dmhmrzas.virginia.gov](mailto:India.Ridout@co.dmhmrzas.virginia.gov).

# Supervisors' Responsibilities

**Before implementing ANY of the three options**, supervisors of direct support staff should review the following information and must complete the attached "Supervisor Assurance Certificate" (revised 9/11/06).

*Why is staff training required?*

- To maintain quality service provision, consistent with the values of DMHMRSAS and DMAS.
- To enable providers of **Residential, Personal Assistance, Day Support** and **Prevocational** services under the Mental Retardation and Day Support Waivers to comply with the Waiver regulations by offering a consistent training program for their staff.
- To build staff competencies and confidence,
- To enhance the supervisor-staff relationship.

*What is the purpose of the Staff Orientation & College of Direct Supports training?*

- To outline the current values and best practices associated with MR service delivery.
- To provide direct support staff with practical tips on how to implement these values and better support individuals with intellectual and other disabilities.
- To prepare staff, who come with varying degrees of experience, for the work ahead of them.
- To promote person-centered service delivery.

*What are my responsibilities as a supervisor?*

- To ensure that each direct support staff, providing one of the above services has completed one of the three training options and successfully passed the associated test. The training should be completed and the test passed by employees **before** beginning MR or OS Waiver service delivery, but there is currently an allowance of no more than 30 days after beginning direct service provision to complete the training and pass the test.
- If using the *MR Staff Orientation Workbook*, to either train staff directly 1:1 or in a small group (2 -5 persons). Discussion is imperative. This is NOT meant to be a self-study option!

- If using either the *on-line MR Staff Orientation* or *College of Direct Support* options, to schedule a time to meet with staff who have completed the on-line training in order to answer questions that have arisen and explain how the material and values presented are relevant to your agency and the work they will be doing.
- To ensure that all staff have passed the test(s) associated with your agency's chosen training method. If using the MR Staff Orientation Workbook, the staff person may take and pass the chapter tests one at a time or all at once at the end of the training. Regardless, he/she must achieve at least a total of 56 answers correct in order to pass the test. Both the on-line Staff Orientation and College of Direct Support have tests at the end of each lesson and the trainee will be notified immediately of his/her score.
- **To have a certificate/proof of satisfactory completion on file demonstrating successful completion of the material and test for each employee providing MR Waiver services.**
- You must assure your own familiarity with the above information through the completion of the "Supervisor Assurance Certificate," dated 9/11/06, **no matter which of the three training options your agency chooses.**

*Additional information about tests and certificates*

- **For those using the MR Staff Orientation Workbook**, the certificate (dated 9/11/06) is attached. A copy of the actual test should also be retained.
- For those using either on-line method, the user will be informed if he/she has passed the test for each lesson and a certificate/proof of satisfactory completion will be issued at the end by either Service Source or College of Direct Support.
- Staff who come to your agency from another agency and have documentation of having completed training and passed the test there do not have to be retrained, although you should still discuss the values and concepts with your new employee and may elect to use the College of Direct Support as a means of ongoing staff development. Ensure that you receive a copy of their certificate and keep it on file however.

**NOTE:** Failure to train direct support staff and have the proper documentation for yourself and/or direct support staff may result in financial retractions from DMAS.

## Supervisor Assurance Certificate

I, \_\_\_\_\_, recognize that, as a condition of providing Residential Support, Personal Assistance, Day Support or Prevocational services under the MR or DS Waiver, the following requirements must be met. I hereby assure that, as supervisor of these services, the following events have occurred as described.

**[check one below.]**

1) \_\_\_\_\_ I have reviewed the information contained in the document, "Staff Training Guidelines for the MR & DS Waivers," **OR**

\_\_\_\_\_ I have viewed the Supervisor Training Video, **OR**

[the following requires OMR Trainer completion]

\_\_\_\_\_ I attended the DMHMRSAS, Office of Mental Retardation Services,  
\_\_\_\_\_ training, at which the "MR Staff Orientation  
(Name of Training)

Workbook" contents and training procedures were discussed, on \_\_\_\_\_  
(date)

in \_\_\_\_\_.

\_\_\_\_\_  
Signature of OMRS Trainer                      Date

2) I have read the "MR Staff Orientation Workbook" or reviewed the content of the on-line MR staff Orientation Training or College of Direct Support.

3) I will use the "MR Staff Orientation Workbook," on-line MR Staff Orientation Training or College of Direct Support to train all staff who will be providing MR or DS Waiver Residential Support, Personal Assistance, Day Support or Prevocational services and ensure they have passed the associated test no later than their 30<sup>th</sup> day of providing these services.

4) I agree NOT to give the "MR Staff Orientation Workbook" to staff as a self-study tool, but rather to meet with staff individually or in small groups to review the content with them and dialogue about it. I will meet with staff who utilize the on-line MR Staff Orientation training or College of Direct Support to facilitate their further understanding of the material and answer questions.

5) If using the "MR Staff Orientation Workbook," I will give staff chapter tests, either one at a time after reviewing each chapter or together as one test after reviewing the entire workbook. I understand that in order to pass the test, staff must respond correctly to at least 56 questions, but that staff may retake portions of the test with which they had particular difficulty after further review of the material.

\_\_\_\_\_  
Supervisor Signature                      Date

\_\_\_\_\_  
Director/Manager Signature (Optional)                      Date

\_\_\_\_\_  
Agency Name and Address

## Direct Support Staff Assurance Certificate

*[For use with the "MR Staff Orientation Workbook" only]*

I recognize that, as a condition of providing Residential Support, Personal Assistance, Day Support, or Prevocational services under the MR or OS Waiver, the following requirements must be met. I hereby assure that, as a staff person delivering one or more of these services, the following events have occurred as described:

- 1) I have received instruction from my supervisor regarding the contents of the *"MR Staff Orientation Workbook."*
- 2) I have taken and passed (with a total score of 75% or better) the *"MR Staff Orientation Exam."*
- 3) The above events occurred within the first 30 days of my employment as a provider of Residential Support, Personal Assistance, Day Support or Prevocational services under the MR or OS Waiver or on the date listed with my signature.

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Direct Support Staff Signature

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Date

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Supervisor's/Trainer's Signature

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Date

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Agency Name

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Agency Address

*Please keep this on file for viewing during a DMAS Quality Management Review. Keep a copy for your own records.*